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**UTILITY
PATENT APPLICATION
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(Only for new nonprovisional applications under 37 C.F.R. § 1.53(b))

Attorney Docket No.	99EC015/75339
First Inventor or Application Identifier	Hymel
Title	ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS
Express Mail Label No.	EL131186152US

APPLICATION ELEMENTS

See MPEP chapter 600 concerning utility patent application contents

1. <input type="checkbox"/>	*Fee Transmittal Form (e.g. PTO/SB/17) (Submit an original and a duplicate for fee processing)			5. <input type="checkbox"/>	Microfiche Computer Program (Appendices)		
2. <input checked="" type="checkbox"/>	Specification (preferred arrangement set forth below)	Total Pages	19	6. <input type="checkbox"/>	Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary)		
	- Descriptive title of the Invention	<input type="checkbox"/> Computer Readable Copy					
	- Cross References to Related Applications	<input type="checkbox"/> Paper Copy (identical to computer copy)					
	- Statement Regarding Fed sponsored R & D	<input type="checkbox"/> Statement verifying identify of above copies					
	- Reference to Microfiche Appendix						
	- Background of the Invention						
	- Brief Summary of the Invention						
	- Brief Description of the Drawings (if filed)						
	- Detailed Description						
	- Claim(s)						
	- Abstract of the Disclosure						
3. <input checked="" type="checkbox"/>	Drawing(s) (35 U.S.C. 113)	Total Sheets	3	7. <input type="checkbox"/>	Assignment Papers (cover sheet & document(s))		
4. <input type="checkbox"/>	Oath or Declaration	Total Pages	2	8. <input type="checkbox"/>	37. C.F.R. § 3.73(b) Statement (when there is an assignee)	<input type="checkbox"/>	Power of Attorney
a. <input type="checkbox"/>	Newly executed (original or copy)						
b. <input type="checkbox"/>	Copy from a prior application (37 C.F.R. § 1.63(d)) (for continuation/divisional with Box 16 completed)						
i. <input type="checkbox"/>	DELETION OF INVENTOR(S) Signed statement attached deleting inventor(s) named in the prior application, see 37 C.F.R. §§ 1.63(d)(2) and 1.33(b).						
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				10. <input type="checkbox"/>	Information Disclosure Statement (IDS) PTO-1449	<input type="checkbox"/>	Copies of IDS Citations
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Continuation Divisional Continuation-In-Part (CIP) Of prior application No.:

Prior application information: Examiner not yet assigned

Group/Art Unit:

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ACD MULTIMEDIA CUSTOMER CONTACT
ROUTING WITH DELAY ANNOUNCEMENTS

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Field of the Invention

This is a non provisional application, from
provisional application Serial No. 60/122,278, filed
March 1, 1999. The field of the invention relates to
10 telecommunication systems and more particularly to
automatic call distributors.

Background of the Invention

Automatic call distribution systems are known.
15 Such systems are typically used in an organizational
context as a means of distributing telephone calls
among a group of agents of the organization. Agents
are typically segregated into groups to serve
particular call targets within an organization.
20 Often the organization disseminates a single
telephone number to its customers and to the public in
general as a means of contacting the organization. As
calls are directed to the organization from the public
switch telephone network (PSTN), the automatic call
25 distribution system directs the calls to its agents
based upon some algorithm, typically based upon
availability. For example, where all agents are
considered equal, the automatic call distributor (ACD)
may distribute the calls based upon which agent
30 position (telephone) has been idle the longest.

While ACDs are effective in handling phone calls,
they typically provide no mechanism for handling

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inquiries and contacts through other mediums (e.g., e-mail, the Internet, etc.). Accordingly, a need exists for a method of coordinating agent activity for calls routing over a number of mediums.

5

Summary

A method and apparatus are provided for routing multimedia calls within an automatic call distributor system having a automatic call distributor coupled to
10 the public switched telephone network and a host coupled to the Internet. The method includes the steps of receiving an Internet call from an Internet caller by the host through the Internet, requesting an agent assignment for handling the Internet call from the
15 automatic call distributor coupled to the public switched telephone network and transferring the Internet call to a terminal of the agent assigned by the automatic call distributor.

20

Brief Description of the Drawings

FIG. 1 is a block diagram of an automatic call distributor in accordance with an illustrated embodiment of the invention; and

25 FIG. 2 depicts a webpage that may be used by the automatic call distributor of FIG. 1;

FIG. 3 depicts Internet options that may be used by the system of FIG. 1; and

FIG. 4 depicts an information presentation window used by the system of FIG. 1.

30

Detailed Description of a Preferred Embodiment

FIG. 1 is a block diagram of a telephone system 10, generally, in accordance with an illustrated embodiment of the invention. Under the illustrated embodiment, an automatic call distributor (ACD) 14 (e.g., a TRANSCEND ACD sold by Rockwell International) may receive calls from any of a number of callers 20 and automatically distribute the calls to any of a number of agents 22, 24.

Under the illustrated embodiment, calls may be received at the ACD 14 from the PSTN 12. As a call arrives, it may be delivered with associated call information (e.g., ANI, DNIS, etc.). As a call is detected, it may be assigned a unique call identification number by the ACD 14.

Based upon the associated call information, the ACD 14 may determine a call target intended by a caller (not shown) calling from a remotely located telephone 20. For example, an operator (not shown) of the ACD system 10 may provide a number of telephone numbers based upon function (e.g., a first telephone number may be provided to contact sales, a second telephone number may be provided for service, etc.). A CPU 32 within the ACD 14 may identify the call target based upon a content of the associated call information.

Each call target may have a number of agents 22, 24 designated for handling calls to that call target. The agents 22, 24 designated for a particular call target together form an agent group.

Once a call target (and agent group) has been identified, the CPU 32 functions to identify an agent within the group to handle the call. Any of a number of algorithms may be used to identify the agent 22, 24.

An agent may be designated based upon the most skilled for that call type or upon which agent has been idle the longest.

Once an agent has been identified, the CPU 32 may
5 instruct a switch 34 within the ACD 14 to form a connection between a trunk line upon which the call was detected and the identified (designated) agent 22, 24.

The CPU 14 may also send a call completion message to the host 16. The call completion message may
10 contain the associated call information, designated agent and call identifier to the host. The host 16 by reference to ANI information of the associated call information may identify customer records associated with that ANI information and display the identified
15 call records on a terminal 26, 28 of the designated agent.

In accordance with another feature of the illustrated embodiment, the host 16 may maintain a website 36 for the convenience of customers. On the website 36, the host 16 may offer information (FIG. 2)
20 on a number of products. The information may be provided in the form of an interactive webpage 58. A series of product options 40, 44, 48 may be provided in a first area of the webpage 58. A product option may
25 be selected by activation of an associated softkey 38, 42, 46.

Alternatively, an product keyword may be entered into another area 52. Activation of an associated softkey 50 may cause a search engine (not shown) of the website 36 to search the website for information
30 related to the entered keyword.

As a further alternative, a website user (also referred to herein as a caller) may request a conversation with an agent of the ACD system 10. A descriptive header 56 may be provided instructing the 5 caller to activate a softkey 54 to initiate such conversation.

Upon activating the softkey 54 requesting a conversation, a conversational webpage 60 (FIG. 3) may be presented to the caller. The caller may be offered 10 the option of initiating a off-line conversation using e-mail or a real-time conversation. The e-mail option may be initiated by activation of a softkey 62 with an e-mail label. A real-time conversation may be initiated by activation of a second softkey 64.

15 Upon activation of the e-mail softkey 62, a text box is presented to the caller within which the caller may enter a message. The text box may have associated text asking the caller for a name and a telephone number for a return call. Any text entered by the 20 caller would be stored by the host 16 for subsequent response by an agent. A path for a return message may be provided by a telephone number entered by the caller or an agent may return the call as an e-mail message using an Internet Protocol (IP) address retrieved by 25 the initial access request to the website 36 from the caller.

Alternatively, the caller may select a real-time conversation by activating the conference softkey 64. The conference softkey 64 may be used to activate 30 features where the caller and assigned agent may exchange audio information as well as exchange text or drawings through an interactive window. The creation

of the interactive audio and visual information may be executed under any of a number of different protocols (e.g., NetMeeting provided by Microsoft Corp.).

Under the illustrated embodiment, e-mail messages or real-time conferences are handled in a manner equivalent to a conventional telephone call. For example, a conventional call arrives over trunk lines 30, is assigned a call identifier and may be placed in a call queue maintained by the CPU 32. When an agent becomes available, the CPU 32 selects the agent and instructs the switch 34 to connect the call to the selected agent.

With regard to e-mail messages or real-time conferences, the host 16 may send a simulated call request to the CPU 32. The host 16 may send the call request over a TCP/IP connection 38 to a call application operating on the CPU 32 or may seize a connection on an incoming trunk 40 to the ACD 14 and send a set of simulated associated call information to the ACD 14.

In either case, the CPU 32 assigns a call identifier and assigns an agent to the call. Upon selection of an agent, the CPU 32 sends a call completion message to the host 16 including an identifier of the selected agent.

With the call completion message (and identity of the assigned agent), the host 16 may either forward the e-mail message from the caller or act to complete the real-time conference connection between the caller and assigned agent 22, 24.

Also, upon selecting an agent, the CPU 32 may instruct the switch 34 to connect the selected agent

22, 24 to a dummy load. Connection of the selected agent to a dummy load may be used to prevent the agent from being assigned to another call while the agent is handling the e-mail or real-time conference. A release 5 button 23, 25 may be provided on a telephone of the agent 22, 24 to signal the CPU 32 when the e-mail or real-time conference is completed and the agent is ready for another call.

While the caller is waiting for assignment of an 10 agent, a caller over a conventional voice channel may be presented with information and options regarding the call target. Similarly, a caller requesting a real-time conference may also be presented with information and options.

15 For example, a screen 70 (FIG. 4) may be presented to a caller waiting for a real-time conference. A first window 72 may present information about the real-time conference. An estimated time may be presented as to the time remaining until an assigned agent would be 20 available to participate in the conference.

Alternatively, the first window may request information from caller (e.g., an account number, product information, etc.). A second window 74 may be provided for entry of information by the caller.

25 A third window 76 may be provided for presentation of graphics to the caller as the caller waiting for the real-time conference. A animated cartoon figure may provided for the amusement of the caller and to maintain the interest of the caller as the caller 30 waits.

A specific embodiment of a method and apparatus for a method of allocating resources within an

automatic call distributor has been described for the purpose of illustrating the manner in which the invention is made and used. It should be understood that the implementation of other variations and

5 modifications of the invention and its various aspects will be apparent to one skilled in the art, and that the invention is not limited by the specific embodiments described. Therefore, it is contemplated to cover the present invention any and all

10 modifications, variations, or equivalents that fall within the true spirit and scope of the basic underlying principles disclosed and claimed herein.

Claims

1. A method of routing multimedia calls within an automatic call distributor system having a automatic call distributor coupled to the public switched telephone network and a host coupled to the Internet, such method comprising the steps of:

receiving an Internet call from an Internet caller by the host through the Internet;

requesting an agent assignment for handling the Internet call from the automatic call distributor coupled to the public switched telephone network; and

transferring the Internet call to a terminal of the agent assigned by the automatic call distributor.

15 2. The method of routing multimedia calls as in claim 1 further comprising queuing the request for an agent assignment.

20 3. The method of routing multimedia calls as in claim 1 wherein the step of queuing the request for an agent assignment further comprises estimating a time length of the queue.

25 4. The method of routing multimedia calls as in claim 3 wherein the step of estimating a time length of the queue further comprises transferring the estimated time to the Internet caller.

30 5. The method of routing multimedia calls as in claim 1 wherein the step of transferring the Internet call to the agent assigned by the automatic call distributor

further comprises setting up a real-time Internet conference with the caller.

6. The method of routing multimedia calls as in claim
5 5 wherein the step of setting up the real-time Internet conference with the caller further comprises exchanging audio and text between the assigned agent and Internet caller through an interactive window.

10 7. The method of routing multimedia calls as in claim
5 5 wherein the step of setting up a real-time conference with the caller further comprises presenting an information screen to the caller about the real-time call.

15 8. The method of routing multimedia calls as in claim
5 5 wherein the step of presenting the information screen to the caller further comprises presenting an estimated time until an assigned agent will be available to participate in the conference.

20 9. The method of routing multimedia calls as in claim
5 5 wherein the step of presenting the information screen to the caller about the real-time call further comprises presenting an information request screen to the Internet caller.

25 10. The method of routing multimedia calls as in claim
5 5 wherein the step of presenting the information screen to the caller further comprises presenting an animated cartoon figure for entertaining the Internet caller

while the caller waits for completion of setup of the real-time conference.

11. The method of routing multimedia calls as in claim
5 1 wherein the step of requesting an agent assignment
for handling the Internet call from the automatic call
distributor further comprises seizing a connection on
an incoming trunk to the automatic call distributor and
sending simulated call associated information to the
10 automatic call distributor.

12. The method of routing multimedia calls as in claim
1 wherein the step of requesting an agent assignment
for handling the Internet call from the automatic call
15 distributor further comprises sending the request over
a TCP/IP connection to a call application operating
within the automatic call distributor.

13. The method of routing multimedia calls as in claim
20 12 wherein the step of transferring the Internet call
to the agent assigned by the automatic call distributor
further comprises connecting a telephone of the
assigned agent to a dummy load to avoid assigning the
assigned agent to another call during the Internet
25 call.

14. A system for routing multimedia calls within an
automatic call distributor system having a automatic
call distributor coupled to the public switched
30 telephone network and a host coupled to the Internet,
such apparatus comprising:

means for receiving an Internet call from an Internet caller by the host through the Internet;

means for requesting an agent assignment for handling the Internet call from the automatic call distributor; and

means for transferring the Internet call to the agent assigned by the automatic call distributor.

15. The apparatus for routing multimedia calls as in
10 claim 14 further comprising means for queuing the request for an agent assignment.

16. The apparatus for routing multimedia calls as in
claim 14 wherein the means for queuing the request for
15 an agent assignment further comprises means for estimating a time length of the queue.

17. The apparatus for routing multimedia calls as in
claim 16 wherein the means for estimating a time length
20 of the queue further comprises means for transferring the estimated time to the Internet caller.

18. The apparatus for routing multimedia calls as in
claim 14 wherein the means for transferring the
25 Internet call to the agent assigned by the automatic call distributor further comprises means for setting up a real-time Internet conference with the caller.

19. The apparatus for routing multimedia calls as in
30 claim 18 wherein the means for setting up the real-time Internet conference with the caller further comprises means for exchanging audio and text between the

assigned agent and Internet caller through an interactive window.

20. The apparatus for routing multimedia calls as in
5 claim 18 wherein the means for setting up a real-time conference with the caller further comprises means for presenting an information screen to the caller about the real-time call.

10 21. The apparatus for routing multimedia calls as in
claim 18 wherein the means for presenting the
information screen to the caller further comprises
means for presenting an estimated time until an
assigned agent will be available to participate in the
15 conference.

22. The apparatus for routing multimedia calls as in
claim 18 wherein the means for presenting the
information screen to the caller about the real-time
20 call further comprises means for requesting information from the Internet caller.

23. The apparatus for routing multimedia calls as in
claim 18 wherein the means for presenting the
information screen to the caller further comprises
means for presenting an animated cartoon figure for
25 entertaining the Internet caller.

24. The apparatus for routing multimedia calls as in
30 claim 14 wherein the means for requesting an agent assignment for handling the Internet call from the automatic call distributor further comprises means for

seizing a connection on an incoming trunk to the automatic call distributor and sending simulated call associated information to the automatic call distributor.

5

25. The apparatus for routing multimedia calls as in claim 14 wherein the means for requesting an agent assignment for handling the Internet call from the automatic call distributor further comprises means for 10 sending the request over a TCP/IP connection to a call application operating within the automatic call distributor.

15 26. The apparatus for routing multimedia calls as in claim 25 wherein the means for transferring the Internet call to the agent assigned by the automatic call distributor further comprises means for connecting a telephone of the assigned agent to a dummy load.

20 27. A system for routing multimedia calls within an automatic call distributor system having a automatic call distributor coupled to the public switched telephone network and a host coupled to the Internet, such apparatus comprising:

25 a host adapted to receive an Internet call from an Internet caller through the Internet;

an agent processor operating from within the host and adapted to request an agent assignment for handling the Internet call from the automatic call distributor;

30 and

a routing processor adapted to transfer the Internet call to a terminal of the agent assigned by the automatic call distributor.

5 28. The apparatus for routing multimedia calls as in
claim 27 further comprising a queuing processor adapted
to queue the request for an agent assignment.

10 29. The apparatus for routing multimedia calls as in
claim 27 wherein the routing processor further
comprises an Internet conferencing protocol for setting
up a real-time Internet conference with the caller.

15 30. The apparatus for routing multimedia calls as in
claim 29 wherein the conferencing protocol further
comprises an interactive window adapted to exchanging
audio and text between the assigned agent and Internet
caller through the Internet.

20 31. The apparatus for routing multimedia calls as in
claim 29 wherein the conferencing protocol further
comprises an information screen adapted to present
information to the caller about the real-time call.

25 32. The apparatus for routing multimedia calls as in
claim 29 wherein the information screen further
comprises a timer adapted to provide an estimated time
until an assigned agent will be available to
participate in the conference.

30

33. The apparatus for routing multimedia calls as in
claim 29 wherein the information screen further

comprises an information entry window adapted to request information from the Internet caller.

34. The apparatus for routing multimedia calls as in
5 claim 29 wherein the information screen to the caller further comprises an animated cartoon figure for entertaining the Internet caller.

35. A method of routing multimedia calls within an
10 automatic call distributor system having a automatic call distributor coupled to the public switched telephone network and a host coupled to the Internet, such method comprising the steps of:

15 receiving an Internet call from an Internet caller by the host through the Internet;

requesting an agent assignment from the automatic call distributor; and

20 queuing the Internet call in a common call queue along with other calls received through the public switched telephone network based upon a time of arrival.

36. The method of routing multimedia calls as in claim
35 further comprising routing the Internet call to an
25 assigned agent when the queued Internet call reaches a front of the queue.

37. The method of routing multimedia calls as in claim
35 wherein the step of routing the Internet call to an
30 agent when the queued Internet call reaches a front of the queue further comprises sending an Internet address of the Internet caller to the assigned agent.

38. The method of routing multimedia calls as in claim
35 further comprises estimating a time period before
the queued Internet call will reach a front of the
5 queue.

39. The method of routing multimedia calls as in claim
38 wherein the step of estimating a time period before
the queued Internet call will reach a front of the
10 queue further comprises transferring the estimate to
the Internet caller.

40. A method of routing multimedia calls within an
automatic call distributor system having a automatic
15 call distributor coupled to the public switched
telephone network and a host coupled to the Internet,
such method comprising the steps of:

receiving an Internet call from an Internet caller
by the host through the Internet;

20 requesting an agent assignment for handling the
Internet call from the automatic call distributor; and
transferring the Internet call to the agent
assigned by the automatic call distributor.

25 41. A method of displaying information to a caller of
an automatic call distributor, such method comprising
the steps of:

receiving a request for a real-time conference
from a caller;

30 sending a call request to the automatic call
distributor for an agent to handle the real-time
conference; and

presenting information to the caller as the caller
waits for setup of the real-time conference.

CONFIDENTIAL INFORMATION - FEDERAL BUREAU OF INVESTIGATION

Abstract

A method and apparatus are provided for routing multimedia calls within an automatic call distributor system having a automatic call distributor coupled to
5 the public switched telephone network and a host coupled to the Internet. The method includes the steps of receiving an Internet call from an Internet caller by the host through the Internet, requesting an agent assignment for handling the Internet call from the
10 automatic call distributor coupled to the public switched telephone network and transferring the Internet call to a terminal of the agent assigned by the automatic call distributor.

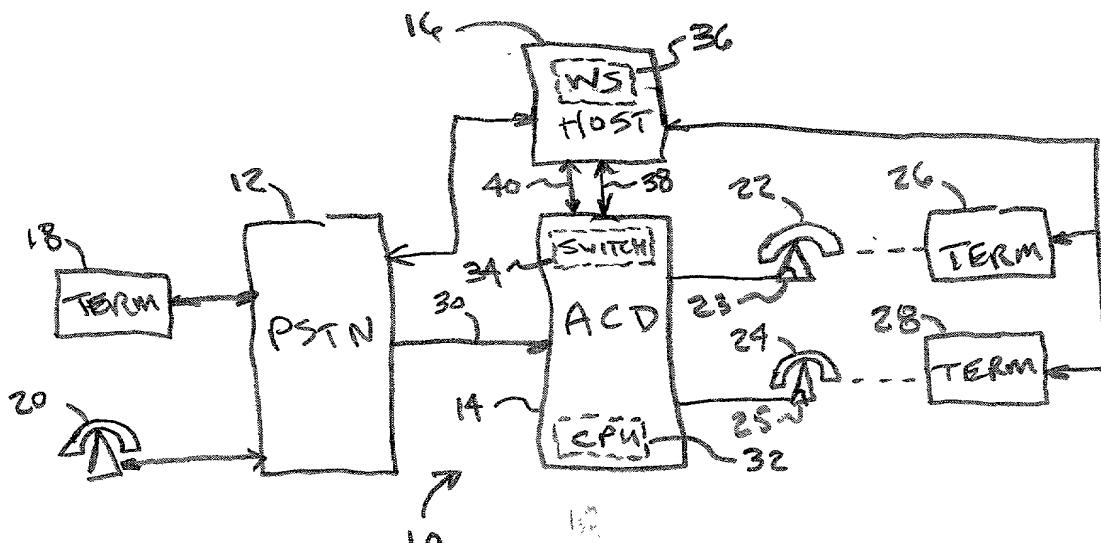


FIG. 1

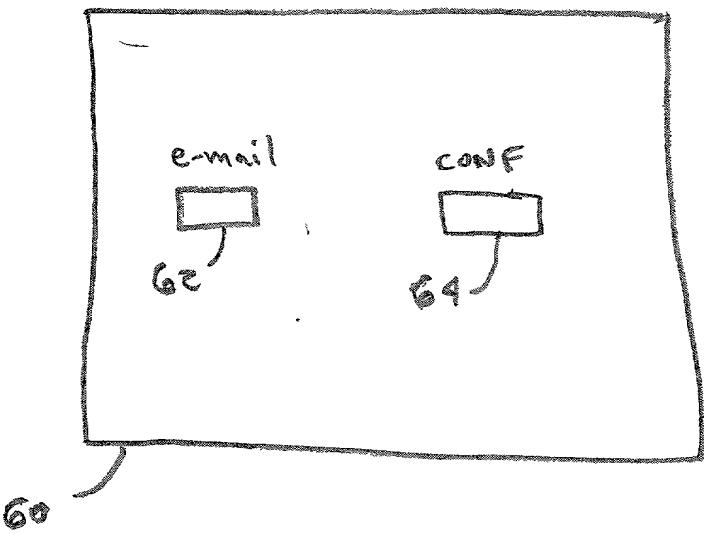


FIG. 3

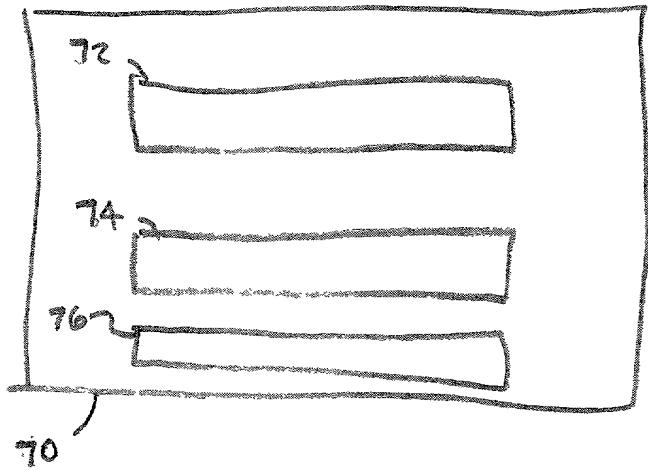


FIG. 4

DECLARATION AND POWER OF ATTORNEY

As a below named inventor, I hereby declare:

That my residence, post office address and citizenship are as stated below next to my name.

That I verily believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural inventors are named below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

ACD MULTIMEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS

the specification of which is attached hereto.

That I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above.

That I acknowledge the duty to disclose information to be material to patentability of this application in accordance with Title 37, Code of Federal Regulations, §1.56(a).

That I hereby claim foreign priority benefits under Title 35, United States Code, §119 of any foreign application(s) for patent or inventor's certificate listed below and have also identified below any foreign application for patent or inventor's certificate on this invention having a filing date before that of the application on which priority is claimed.

Prior Foreign Application(s) None

I hereby claim the benefit under 35 U.S.C. §119(e) of any United States provisional application(s) listed below.

<u>60/122,278</u> (Application Number)	<u>March 1, 1999</u> (Filing Date)
---	---------------------------------------

<u> </u> (Application Number)	<u> </u> (Filing Date)
---	--

That I hereby claim the benefit under Title 35, United States Code, §120 of any United States application(s) listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States application in the manner provided by the first paragraph of Title 35, United States Code, §112, I acknowledge the duty to disclose material information as defined in Title 37, Code of Federal Regulations, §1.56(a) which occurred between the filing date of the prior application and the national or PCT international filing date of this application:

United States Application(s)

<u> </u> (Application Serial No.)	<u> </u> (Filing Date)	<u> </u> (Status)-(Patented, pending, abandoned)
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<u> </u> (Application Serial No.)	<u> </u> (Filing Date)	<u> </u> (Status)-(Patented, pending, abandoned)
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That all statements made herein of my own knowledge are true and that statements made on information and belief are believed to be true and further that these statements were made without knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issuing thereon.

I hereby appoint the following attorneys, with full power of substitution and revocation, to prosecute this application and to transact all business in the United States Patent and Trademark Office connected therewith and request that all correspondence and telephone calls in respect to this application be directed to WELSH & KATZ, LTD., 120 South Riverside Plaza, 22nd Floor, Chicago, Illinois 60606, Telephone No. (312) 655-1500.

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